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**From:** Hanchett, James (DPH)  
**Sent:** Tuesday, October 18, 2011 7:50 AM  
**To:** Byrne, Eric (DPH)  
**Subject:** RE: server issue update

Hi Eric,  
Sorry I was out yesterday. OIT help desk phone number is 413-545-9400. I have dealt with Andrew Vernon 545-0149 in the past.

Jim

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**From:** Byrne, Eric (DPH)  
**Sent:** Monday, October 17, 2011 8:08 AM  
**To:** Salem, Sharon (DPH); Hanchett, James (DPH)  
**Subject:** RE: server issue update

Sorry it took a day to get it back up, but glad they got there. I may stop by later this morning with Samantha Ripa-Moore from Western Mass Hospital. She is my backup when I am out. I want to give her a little more orientation to the site, as well as do some checking on where the circuit comes in to the new space. It looks like we're getting closer to the upgrade.

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**From:** Salem, Sharon (DPH)  
**Sent:** Friday, October 14, 2011 12:42 PM  
**To:** Byrne, Eric (DPH)  
**Subject:** server issue update

Hi Eric,

Tech just showed up with fan in hand. Everything is working.

Thanks for your help yesterday,  
Sharon